

UCHealth Clinical Student Handbook

Updated 05.2017

Welcome to UCHealth!

We are proud to partner with your school to provide for your clinical learning experience.

Enclosed you will find information related to our policies, emergency information, safety resources, and key information for students. We hope that you find this handbook to be a valuable resource as you begin your clinical experience. Your feedback is important to us and you are encouraged to contact our Professional Development team if there are any areas that we need to address in efforts to make our environment optimal for your learning experience.

Sincerely, UCHealth Professional Development



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About UCHealth

Leading the region in specialty care and referral, affiliating members of University of Colorado Health include;

- University of Colorado Hospital, Aurora CO
- Poudre Valley Health (PVH) System, Fort Collins CO
- Medical Center of the Rockies, Loveland CO
- Memorial Hospital, Colorado Springs CO
- Iverson Memorial Hospital, Laramie WY

Community-based services provided by;

- Broomfield Hospital
- Grandview Hospital
- Longs Peak Hospital
- Memorial Hospital North
- Numerous primary care, specialty clinics, and Urgent Care

The system is growing to meet the healthcare needs of all Coloradans and provide services throughout the Rocky Mountain Region.

Total licensed beds in the system >1,495



Clinical Experience at UCHealth Memorial

Please remember to approach your clinical experience as a working interview and abide by UCHealth Standards of Excellence at all times.

The type of academic program you are enrolled in will determine what is required before you can begin your clinical rotations at any of the UCHealth facilities and should be coordinated through your nursing program's Clinical Placement Office, Clinical Instructor and the UCHealth facility Student Placement Liaison. Please note that there are specific responsibilities that students have associated with maintaining AHA BLS and health/safety requirements, completing systems access and other facility documentation, and completing clinical hours associated with the rotation/experience within the timeframe allotted.

The Patient Handbook and General Consent Form explain to patients that we have students in clinical practice. The patient always has the right to decline care by a student, and they have the right to know the identity of all their caregivers. Therefore, it is imperative that all students introduce themselves to patients and all students must have a UCH issued student badge visible on their uniform at all times as well as their school ID.



Standards of Excellence

Service

- I am here to serve my customers
 - *Prompt, friendly, and quality service*
- I communicate in a respectful and professional manner
 - *Nonverbal communication is as important as what I say*
- I promptly respond to patient requests, phone call, and customer needs
- I anticipate patients' and others' needs, working to prevent problems and remove barriers
- I communicate frequently about how long a patient, visitor or colleague may expect to wait
- I walk guests to their location and seek out those who look lost.

Quality

- I respect the confidentiality of patients and colleagues
- I report concerns and take appropriate actions to eliminate patient, visitor, and/or employee safety hazards
- I keep the facility and my work area neat, clean, presentable, uncluttered, and safe.
- I identify opportunities and solutions for service and safety improvements in my work area and assume accountability for our success
- I seek to understand and improve core measures, quality metrics, best practices, patient satisfaction measures and employee engagement measures.
- I will take appropriate action when public areas do not meet these standards.

Team

- I listen to understand and respond in a compassionate manner.
- I encourage my colleagues and offer words of praise for excellent work.
- I partner with my colleagues to manage the workflow of my team and willingly pitch in to help others.
- I help new or less experienced colleagues feel welcome.
- I thank others for their time and efforts.

Standards of Excellence

Personal

- I take responsibility for my attitude and actions.
- I treat others with dignity and respect; rudeness is not acceptable.
- I am supportive and flexible when change occurs.
- I look for opportunities to further my learning.
- I do the right thing because it is the right thing to do, whether anyone is watching or not.
- I take responsibility to use UCHealth resources appropriately.
- I take steps to maintain personal health and wellness.
- I deal with conflict in a constructive manner and welcome personal feedback to improve performance and relationships.
- I consistently carry out my work duties to the best of my ability, skills and training, understanding that my work makes a difference in the care of our patients.

Communication

- I maintain a positive image and follow the UCHealth dress code.
- I wear my badge so it is easily read by patients, visitors, and colleagues.
- Anytime I am in uniform or have my badge on, I represent UCHealth in a positive light.
- I show respect to all members of the UCHealth team including volunteers, employees, managers, medical staff, students, and others.
- Before I speak, I consider who might be listening and what is appropriate in that situation.
- I keep current on organization information.



Mission

We improve lives.

In big ways through learning, healing and discovery.

In small, personal ways through human connection.

But in all ways, we improve lives.

Vision

From health care to health.

Values

Patients first

Integrity

Excellence

Cosigning Nursing Student Documentation

A student nurse can complete physical assessments and provide care to patients; the student is responsible for charting these findings in the medical record.

The primary clinical nurse or clinical instructor is accountable to complete an independent assessment of the patient and validate the findings of the student nurse by co-signing the student's charting. If the primary nurse discovers additional assessment findings or is in disagreement with the charted findings, the nurse is responsible to document the additional findings or care provided and/or identify the correct information in the medical record. The chart will reflect collaboration with the student nurse.

When a nursing student files flowsheet documentation it will require a cosign to be performed by the clinical instructor or assigned nurse preceptor. When a nursing student documents a medication administration on the MAR, it will require dual sign-off. This a way to ensure that all patient care is being checked by a licensed nurse (assigned nurse preceptor or the clinical instructor).

Student Dress Code

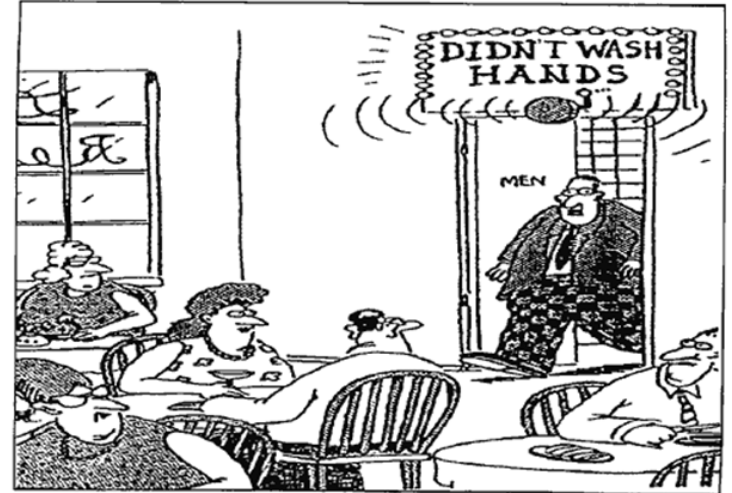
Students are to comply with UCHHealth Dress Code and Professional Appearance Policy during their experience at our facilities. It is your responsibility to comply with the above policy.

- Hair should be clean and groomed. Hair color or style may not be extreme. Staff working in patient areas or areas where a hair tie, net or cap is required must adhere to departmental guidelines and regulatory requirements.
- Jewelry must not jeopardize or interfere with patient safety Ear piercings, including studded earrings and small hoops, must be discreet and not create a safety hazard. Gauged or plug earrings must be less than ¼ inch in diameter. No more than three (3) items may be worn in an ear at any one time. A small nose stud may be worn. Any other visible jewelry worn in piercings is prohibited, including the tongue. Pins, buttons, jewelry, emblems, or insignia bearing a political, controversial, inflammatory, or provocative message are not permitted. Anyone providing patient care may be required to limit jewelry and accessories for safety reasons.
- Tattoos that are excessive, or may be construed as vulgar or offensive, must be covered at all times.
- Please visit **The Source** for more information

Standard Precautions

ALWAYS USE APPROPRIATE HAND HYGIENE!

- Hand gels and soap are readily available
- All body substances are handled as if infectious
- Use gloves, gowns, eyewear whenever blood or body fluid contact or splash is possible
- STOP and READ the signs posted on patient doors for specific instructions related to infection control
- Red bag Red Bag (biohazardous) containers are used for disposal of items soaked with blood or other body fluids. IV bags, labeled with patient ID info are also placed in biohazardous containers
- Linens are placed in clear, leak-proof bags
- Refer to policy regarding Transportation of Isolation Patients...to protect patients, visitors, other providers and yourself!
- Immediately contact your supervisor or Clinical Instructor for needle sticks or other body fluid exposures



Hand Hygiene

- Soap and water is appropriate in every situation.
 - Alcohol based hand rubs should not be used when: Hands are visibly soiled
 - After using the restroom
 - When caring for patient with C.difficile
 - Always allow alcohol based rubs to dry before touching electrical items or equipment.
- Hand lotion is provided and is compatible with soaps and gloves; lotions from home should not be used.
- Artificial nails are not allowed for patient care providers.

Equipment Cleaning

- Disinfectant wipes are for frequently used or shared items such as keyboards, work stations, stethoscopes, telephones, etc.
- All medical equipment must be cleaned/disinfected between patients.

Personal Protective Equipment (PPE)

Gowns, gloves, masks and respirators are considered PPE. Standard Precautions allow healthcare workers to wear what they think they need in order to protect themselves from any anticipated exposure. Transmission-based Precautions are in addition to Standard Precautions. Contact, Droplet and Airborne Precautions should be used for known or suspected infectious conditions until infectiousness is ruled out.

Waste Handling

Each clinical patient care department (and its personnel) is responsible for the proper disposal into the sewage system or containment in solid, sealed, leak proof containers of all the liquid infectious waste generated in the course of its function.

Please view “Infectious/Regulated Medical Waste Management” on The Source.

MRSA / VRE / C.diff.

- MRSA will always use Contact Precautions. If patient is coughing/sneezing or needs respiratory procedure, a mask/eye protection may be added per Standard Precautions.
- MRSA Contact Precautions are the same for colonized or infected patients because the risk of transmission is present for both.
- VRE may be cleared after completion of antibiotics (at least 48 hours after last dose). Perform rectal swabs and original site, if available, once a week for 3 consecutive weeks. If all cultures are negative, isolation precautions may be discontinued.
- Clostridium difficile- “C.diff.” is a bacteria that will form spores in the environment. Soap and water must be used; alcohol hand hygiene products do not kill the spores. Isolation Precautions may be discontinued after medication is completed and when there is no diarrhea.

Corporate Compliance

The UCHealth Compliance Plan has been carefully designed to ensure that its hospitals consistently act in accordance with any and all known legal duties. The Compliance Plan has been established to prevent violations of the law to detect and correct any irregularities, whether intentional or unintentional. The compliance standards and procedures are reasonably capable of reducing the prospect of criminal conduct and are to be followed by its Board of Trustees, members, employees, volunteers, medical staff and other agents. When irregularity is detected, the standards and procedures are enforced through appropriate disciplinary actions up to and including termination.

A reporting system, including [The Integrity Helpline | 855-824-6287](tel:855-824-6287), is in place whereby staff and students can report irregularities or possible criminal conduct by others within the organization without fear of retribution. Questions about any portion of the plan, including policies and procedures, should be directed to Memorial's Director, Compliance and Privacy.

Diversity

At UCHealth, we appreciate and value all people for their skills and uniqueness including gender, race, age, ethnicity, physical ability, religion, sexual orientation, education and socio-economic status.

Patient Representative

A Patient Representative can be reached by calling 719-365-5621 between 8:00 AM and 4:30 PM M-F. On weekends or after hours, for issues that have occurred and can wait, please leave a message and a Patient Representative will return the call as soon as possible the next working day. For issues that cannot wait, please contact the Nursing House Supervisor.



HIPAA and You

Health Insurance Portability and Accountability Act (HIPAA) is a law designed to improve the efficiency and effectiveness of the nation's health care system.

All hospital staff, including students, are ethically and legally bound to adhere to strict confidentiality requirements concerning patients, their care and their records. As a student you may have access to medical and personal information and the patient's right to privacy must be respected. You must not discuss any personal information with friends, relatives, staff or other students. Confidentiality must be maintained concerning all conversations and events involving doctors, nurses, or others with whom you come in contact .

In addition to establishing patient confidentiality, HIPAA;

- Protects health insurance coverage for workers and their families when they change or lose jobs.
- Requires the standardization of electronic information used by health care providers, health plans and employers.

HIPAA and You *(con'td)*

- Clinical staff and students cannot share or personally use information about a patient. For example, looking up one's friend on the census to see who is in the hospital; or looking up test results of someone other than an assigned patient.
- Clinical staff and students cannot use our computer systems to obtain health or medical information about themselves, family members, friends, or coworkers. Our patients, staff and students, must obtain such medial and health information by going to the Health Information Management Department.
- Everyone must be diligent about ensuring paperwork with confidential information is protected and computer screens are not left open to the public where patient information is visible.
- Patients are informed upon admission regarding what will be included in the patient directory and they may choose to be excluded from the directory (ie: "Silent Patient").
- Clinical staff and students should not copy medical records. On the rare occasion that copies of medical records are necessary to complete duties for treatment, payment or healthcare operations, the copies must be placed in a locked shred bin after the copies are no longer needed.
- Clinical staff and students cannot photograph patients unless the photographs are for treatment purposes. For example, the photograph is necessary for documentation and treatment of an abused patient.

Interpretive Services

Interpreter services for patients with communication barriers, including the hearing impaired, are available on **The Source** –OR- *uchealth>Services>Interpreter Services*.

Spanish medical interpreters have been assessed for competency in medical terminology for English and Spanish, and have been provided with training as it relates to federal policy, federal guidelines, institutional standards, and ethics.

UCHealth has options for accessing a medical interpreter:

Denver Metro	North	Memorial
720.848.1018	MCR: 624.1329 -or- 624.1324	719.365.2690
720.848.0397	PVH: 495.8223	hector.moreno@uchealth.org

Community Resources

- Information on how to access other language services can be found on the **The Source**
- Due to the potential risk for mis- or mal-interpretation, employees not qualified as interpreters by the Memorial Medical Interpreter coordinator or designee cannot be used to interpret. In addition, families or friends of patients cannot be used as interpreters as this is a violation of the patient's rights unless the patient signs to waive their rights to a legal medical interpreter.

General Care Information

Alcohol and Drug Use

UCHealth is committed to a drug-free workplace. To maintain our vital interest in quality patient care, no student may use illegal drugs. Further, any use of drugs or alcohol by students which interferes with or adversely affects work performance will not be tolerated. Reporting to your area under the influence of alcohol or drugs, or possessing, manufacturing, dispensing, selling or using them on any UCHealth premise will result in immediate dismissal from your clinical rotation and notification of your school.

Age Specific Competency

Always consider the patient a person; and consider the family and visitors in your clinical interactions. When talking to a patient or visitor, please be sensitive to age appropriateness. Observe the family and read their faces for clues for interaction and effective communication.

Bereavement

Occasionally you will see a room that has a card with a leaf pictured on it (leaf with a dew drop). This card is placed there to alert us that a patient has passed away. Please do not enter these rooms.

10 Things To Do When Someone Suffers a Loss

1. Acknowledge what has happened
2. Listen. Listen. Listen
3. Respond in your own authentic way
4. Accept the other as he or she is
5. Offer to help, and make your offers specific
6. Allow the other his or her privacy
7. Relate to the other as a whole person
8. Trust the other to lead you
9. Carry the other in your heart and soul
10. Open yourself to what this experience holds just for you

Chaplain Services

Professional chaplains are skilled at determining and meeting the needs of patients and families. All of the chaplains are able to serve patients of any denomination or faith. Chaplains can also contact the patient's own faith community if the patient requests it or contact a variety of faith groups for particular needs. The Spiritual Care department has relationships with local Christian, Jewish, Islamic, Buddhist, and other faith groups. Memorial's chaplains meet people at their place of need and do not evangelize or attempt to convert people. Chaplains serve in a variety of areas outside direct patient care including serving on the Ethics committee, the Children's Hospital Bereavement and Palliative Care committee, and the Patient Experience Team.

Call Chaplain Services when:

- A patient or family member needs spiritual or emotional support.
- A patient is near death or has died (chaplains provide support & help with funeral arrangements).
- There is family conflict.
- Religious rites or rituals are wanted (baptism, communion, anointing, prayer, or meditation).
- A Tissue Donation request needs to be made (all the chaplains are Tissue Requesters).
- When there is a new diagnosis or a reoccurrence, especially of a serious or life-limiting illness.
- Before surgery or other procedure that might create anxiety or fear.
- When a difficult ethical decision needs to be discussed or advanced directives need to be made (DNR's, Living Wills).
- To struggle together with unanswerable questions like "Why is this happening to me?" or "Where is God?"
- When a staff member needs support.

Spiritual Care

Patient's spiritual and emotional needs are increasingly recognized as related to overall patient satisfaction, improved recovery, overall health and decreased use of medical resources(1.).

While everyone shares in the responsibility for assessing and addressing the spiritual and emotional needs of our patients and their families, Most UCHealth Facilities have a dedicated team of professional health care chaplains to provide in-depth and expert care. They receive education and clinical training on a wide variety of issues including palliative and end-of-life care, inter-faith and inter-cultural considerations, family systems and related psycho-social theory, conflict resolution, suicide and other mental health issues, and bereavement and grief.

The staff chaplains are also trained in Critical Incident Stress Management to help after particularly difficult or traumatic events. Chaplains work closely with the hospital's social workers to provide compassionate and comprehensive care to our patients. Emotional and spiritual support to staff is specifically part of the chaplain's job. Chaplains are also involved in education and can speak to groups inside and outside the hospital on grief and bereavement, stress management, Advance Directives, and other issues.

1. Joint Commission Journal on Quality and Safety December 2003 Volume 29 Number 12 "Addressing Patients Spiritual and Emotional Needs"

Security

1. Students are required to wear picture ID badges while on UHealth property. Badges are to be worn above the waist and visible at all times. Badges must be free of any “stick on” decorations.
2. Report any suspicious or potentially violent activity immediately
3. Never use Security as a threat. Security is there to assist, not hurt people
4. Every student is a member of the security team; security is the responsibility of all personnel.
5. If there are any security concerns or questions, please contact the Lead Security Officer through PBX (Security Dispatch)

To request Security presence:

- If it is not an emergency, please call dispatch. Please do not call Security directly.
- If an incident requires immediate response, call 811 and report it as a STAT call. Explain the situation to Security so that they can respond accordingly upon arrival. Please stay on the line in case dispatch needs more information from you.
- Security will respond and meet with the reporting party as quickly as possible and assist in resolving the issue.

	Denver Metro	North	Memorial
Dispatch	8-7777		5-5000
Emergency	911	911	811

Safety: Security on Patrol

- After-hours escorts for staff, patients, and visitors as requested.
- Patrol the facilities, including the inside of the hospital, the outside perimeter, parking lots and garage for any security issues or safety hazards.
- Guest and staff assistance, including providing direction and information.
- Conduct preliminary investigation of incidents, such as assaults, thefts, and accidents.
- Respond to incidents, accidents and panic alarms.
- Unlock doors for the appropriate staff members
- Valuable Pick-Ups If a patient is staying in the hospital and has some valuable items they would like to have locked up, please contact Security to have them secured.
- If a valuable item is found, contact Security and we will treat it like a valuable turn in. Do not put it in your lost and found.
- To have the valuables returned to the patient, please contact Security and allow enough time to have the item returned prior to the patient's discharge. Be Patient!

Lost and Found:

- Each department is responsible for securing items that have been lost in their area.
- Call the **Lost and Found Hotline** if you have found an item

Denver Metro 720.848.2458	North 970.495.7346	Memorial 719.365.2473
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Parking Policy

Parking at UCHHealth facilities varies according to location, though Students and Clinical Instructors at any location are never allowed to park in Patient / Visitor lots. Note that parking outside of designated areas may result in fines and/or towing.

Metro Denver	Students and Clinical Instructors who have purchased parking through UC, Denver Parking Services may use any of the lots indicated by UCD Parking
North	PVH: Employee lots available on east side of building, indicated by signs
	MCR: West or north side of building, indicated by yellow lines
Memorial	Central: Students and Clinical Instructors at Memorial Central location <u>must</u> use MEL (Memorial Employee Lot) off campus @ Pikes Peak Ave & Printers Parkway
	North: Northwest side at garden level of hospital
Visit uchealth.org/UCH Student Resources for maps and policy info	

Smoke Free Campus

There is no smoking or use of tobacco at UCHHealth facilities property for staff or students. If you must smoke, it must be off property, not during clinical time and you must not return smelling like smoke.



Emergency Response Codes

Code	Indication	Staff Response
Blue	Cardiac / Respiratory Arrest	Call 811. Identify code as adult, ped, or infant, and push code button in patient room.
Pink	Infant or child missing or abducted	Call 811 immediately if abduction is reported by you. In teams of 2, look for person who may be concealing child.
White	Obstetrical Hemorrhage	Call 811.
Gray	Emergency Staff Assist	Call 811.
Red	Fire or Smoke	RACE to respond; PASS to operate fire extinguisher
Yellow	Emergency / Disaster Response	Follow Incident Command emergency procedures, instructions/actions.
Silver	Active Shooter / Violence	Assist visitors and patients to get to a safe place. Close doors. "Run, hide, fight"
Security Assist	Security Response	Call 811. Security response for workplace violence.
Tornado	Conditions are favorable for a tornado	Close drapes and blinds; stay inside. Be prepared for further instructions.
Weather Plan	Severe Weather Alert	Activation of a weather plan.

Institutional Abuse

To ensure the integrity of professional relationships and to provide compassionate care to patients, neither abuse of patients nor any disruptive behavior by a practitioner or individual will be tolerated.

All individuals interacting in the hospital system are expected to communicate with the utmost respect. Please contact Professional Development immediately to report inappropriate behavior.

Research Information

Compliance is a major issue in research today and it is essential that individuals follow UCHHealth research policies and to ensure the ethical treatment of human participants in research. It is also imperative that if any procedure or services are rendered that we properly bill for these services.

Faculty and students in need of information on Institutional Review Board (IRB) applications should visit the Research Compliance website at <http://www.memorialhealthsystem.com>. For consultation on your specific IRB application please call Memorial's Research Administration Office at 719-365-5042.

National Patient Safety Goals

In 2002, The Joint Commission established its National Patient Safety Goals (NPSGs) program. The NPSGs were established to help accredited organizations address specific areas of concern in regard to patient safety.

UCHealth systems facilities are accredited by The Joint Commission and are committed to ensuring patient safety through evidence-based practice, established standards of care, and research endeavors. For information on NPSGs, copy the link below to your web browser:

https://www.jointcommission.org/facts_about_the_national_patient_safety_goals/

Medication Safety

To ensure the utmost care and safety of all UCH patients, we perform the 5 rights and utilize 2 patient identifiers before administering any medication in addition to other standard precautions.

Q. What is the intent of the requirement for using two identifiers?

A. The intent here is two-fold: first, to reliably identify the individual as the person for whom the service or treatment is intended; second, to match the service or treatment to that individual. Therefore, the two patient/client/resident-specific identifiers must be directly associated with the individual and the same two identifiers must be directly associated with the medications, blood products, specimen containers (such as on an attached label), other treatments or procedures.

Q. What do you mean by two patient identifiers?

A. For those patients with armbands, we're thinking patient name and ID number compared to the order/MAR would be the two identifiers. Yes, that is acceptable. The two identifiers may be in the same location, such as a wristband. It is the person-specific information that is the "identifier," not the medium on which that information resides. Please remember that active patient involvement is also required.

The 2 acceptable identifiers are the patient's name and Medical Record Number. You must have the MAR or other acceptable document into your patient's room to correctly perform the 5 Rights and confirm the 2 Identifiers.

Right Patient

Right Drug

Right Dose

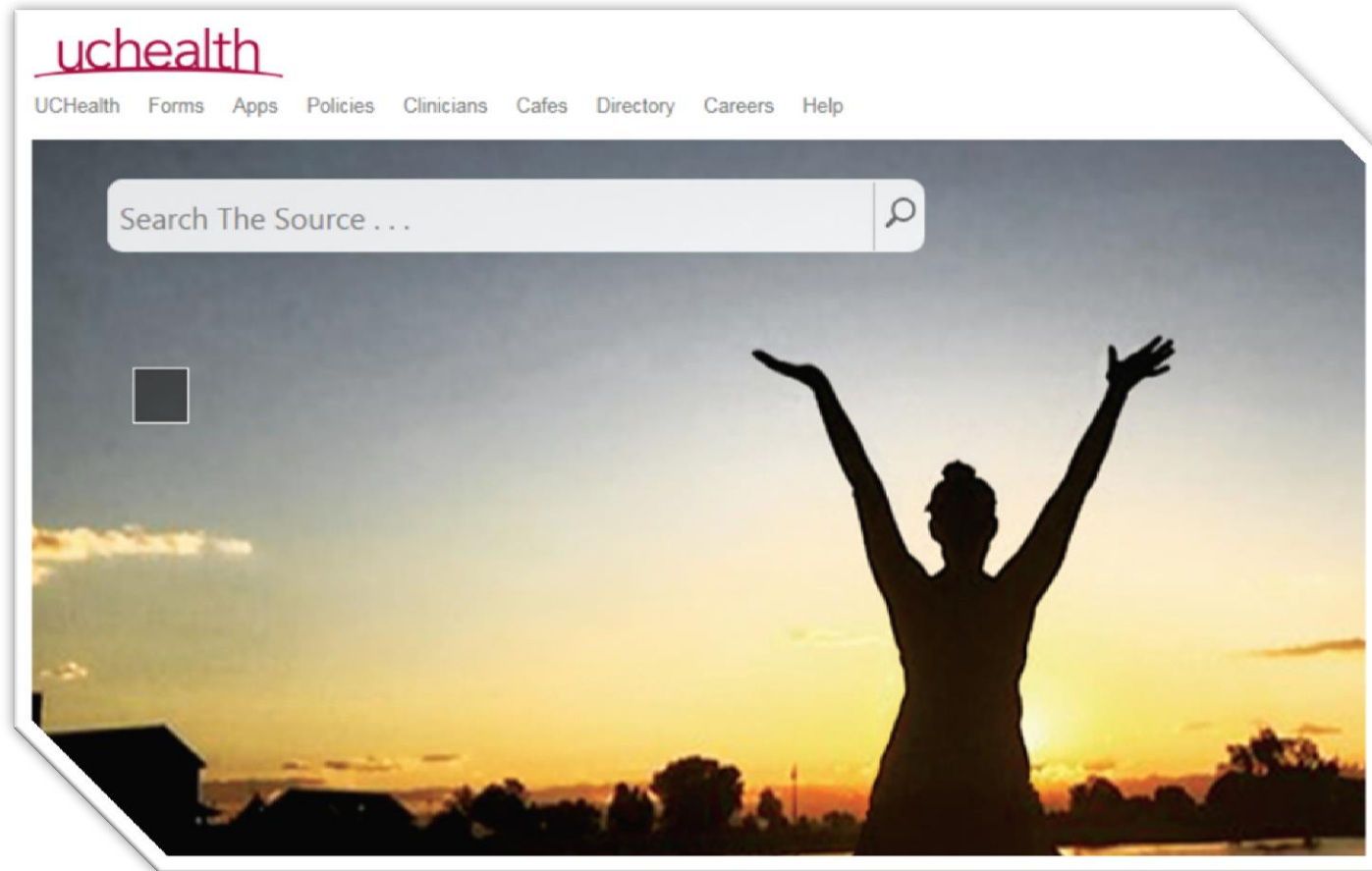
Right Route

Right Time

uchealth

The Source

More information and policies are available to you online at:
thesource.uchealth.org



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UCHealth Student Clinical Contacts

Location	Name	Email	Phone
Denver Metro	Kathy Foss	katherine.foss@uchealth.org	720.848.6645
North	Jennifer Higgins	jennifer.higgins2@uchealth.org	970.674.6557
Memorial	Leah Valentine	leah.valentine@uchealth.org	719.365.6962



ACKNOWLEDGEMENT

By signing this document, I acknowledge that I am responsible for having read this handbook in its entirety.

I further understand that it is my responsibility to communicate any and all concerns, unusual occurrences, issues or safety incidents immediately to the supervisor or other in-charge personnel on each unit that I am assigned to.

Print Student Name

Signature / Date